

093006/23/04

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: DEVELOPMENT SERVICES SUPERVISOR

DEFINITION

Under direction, to supervise and participate in specialized and complex clerical work assisting customers in the development process for a specific City service; to interpret and apply development rules; to determine and collect fees and charges; to maintain records related to irrigation water stock; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

A position in this class supervises a small staff of development process and general administrative support staff, and exercises a high degree of independent judgment in performing a variety of specialized clerical and technical work with only occasional instruction.

REPORTS TO: Utilities Assistant Director (Water)

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Utilities Assistant Director (Water). Exercises close to general supervision over assigned administrative support staff.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Supervise and participate in maintaining records of accounting relative to irrigation water stock, preparation of necessary forms and processing the transfer of stocks and contracts forms one party to another.
- Supervise and participate in the review of building plans, tract and parcel maps, the determination and collection of appropriate service fees and charges in accordance with City Water Rules and Regulations, the initiation of service orders to install water meters, and the establishment and maintenance of meter records.
- Supervise and participate in the processing of assessments for irrigation companies, maintenance of appropriate payment records, and follow-up on delinquencies.
- Respond to inquiries regarding the application of Water Rules and Regulations and related customer problems; provide assistance to land developers regarding water service to current and future projects.
- Research customer complaints on rate placement, initiating rate and billing changes in accordance with department guidelines.
- Perform a wide variety of clerical work including in the maintenance of records and preparation of work unit reports.
- Supervise, train, and evaluate the performance of assigned staff.

QUALIFICATIONS

Knowledge of:

- Business English, spelling, and arithmetic.

- Modern office practices, procedures, and equipment.
- Bookkeeping principles and practices.
- Development process rules, regulations and permit policies and procedures.
- Principles of supervision, training and performance evaluation.
- Operation and care of office equipment.
- Personal Computer operation and related software programs.

Ability to:

- Maintain complex records and prepare reports from such records.
- Make decisions in accordance with regulations and established procedures.
- Make relatively complex arithmetic calculations rapidly and accurately.
- Establish and maintain effective working relationship with the public and City staff.
- Operate a typewriter, calculator, and other office equipment.
- Operate a personal computer and related software programs.
- Supervise, train, and evaluate the work of assigned staff.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of high school supplemented by the completion of Business related college level course work.

Experience: At least three years of journal entry work experience in the development process.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Development Services Supervisor

TO: Engineering Aide/Technician Series